



The RFC Network  
User Satisfaction  
**Survey**  
**2023**

Report for  
RFC North Sea - Baltic



RFC USER SATISFACTION SURVEY 2023

# CONTENT

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**1**  
Study Design

**2**  
Satisfaction with RFC NS-B

**3**  
Sample Description

**4**  
Summary

# 01 SURVEY DESIGN

HOW THE SURVEY WAS SET UP

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# SURVEY DESIGN

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- 11 evaluations
- Computer Aided Web Interviews (using the online tool Survio)
- Contacts (e-mail addresses) delivered by RFCs
- 30 e-mail invitations sent
- 1 personal interview
- Field Phase: **24<sup>th</sup> August to 12<sup>th</sup> October 2023**

# SATISFACTION & PARTICIPATION

**11**  
evaluations

This is an increase of 57% compared to the previous year (7 evaluations in 2022).

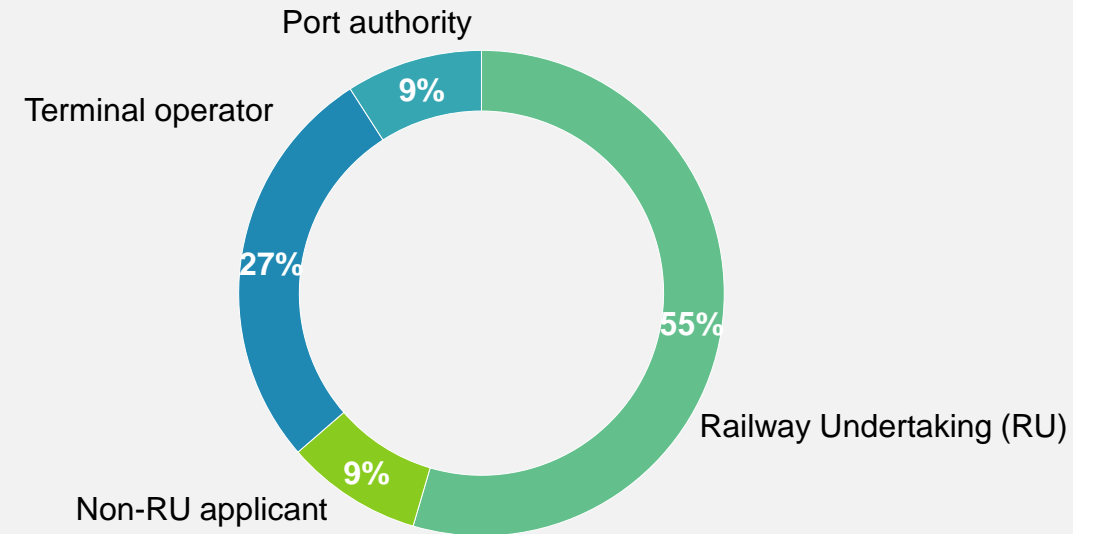
*\*Evaluations of uninvited participants included.  
\*Percentages rounded without a comma.*

## Customer satisfaction

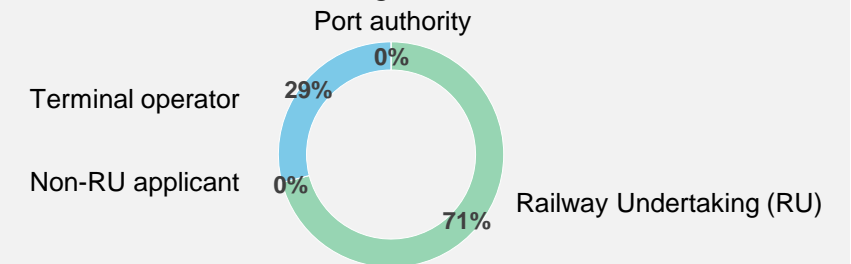


*\*Answers given were very satisfied, satisfied and slightly satisfied.*

## Participant groups in % of 2023



## 2022



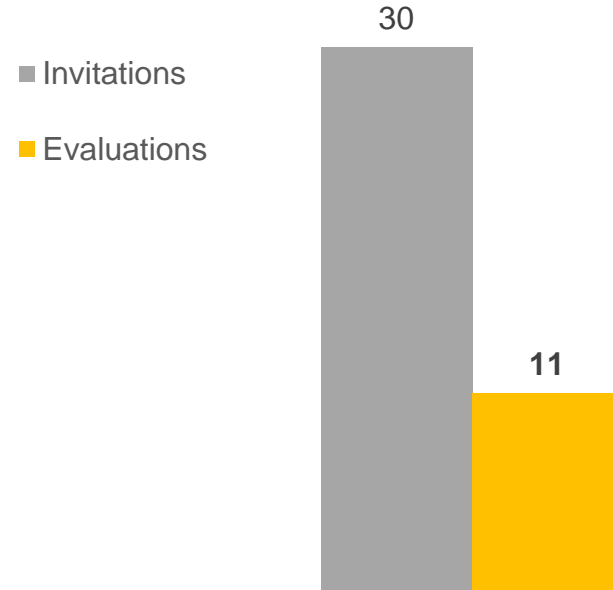
# RESPONSE RATE

Compared to the previous year

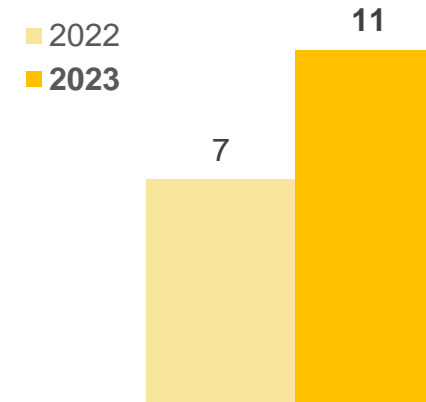


<b>Total</b>	<b>11</b>	<b>(+4)</b>
RUs/non-Rus	7	
Terminals/Ports	4	
Invitations sent	30	<b>(-9)</b>
<b>Response rate overall</b>	<b>37%</b>	<b>(+19%)</b>

Invitations vs. Evaluations ratio



Number of responses 2022 vs. 2023





## **02 SATISFACTION WITH THE RFC NORTH SEA-BALTIC**

# INTRODUCTION

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The RFC USS 2023 is based on the relaunched version from 2022, which was optimized to better suit the needs of the invitees and the RFC Network.

In 2023, the questionnaire was modified all the **questions** were **open**. This simplification was done hoping not only to gather more feedback but also more specific input concerning insights or issues that participants would like to highlight.

**Interviews** were possible again in 2023. These Q&A

sessions followed the same script as the questionnaire, although follow-up questions might have come up during the meetings.

Figures are rounded **without comma**.



# OVERALL SATISFACTION WITH THE RFC NORTH SEA-BALTIC

- » Overall, how satisfied are you as a user of the RFC?
- » Answered by RUs/non-RUs, Terminals/Ports
- » sample size = 11

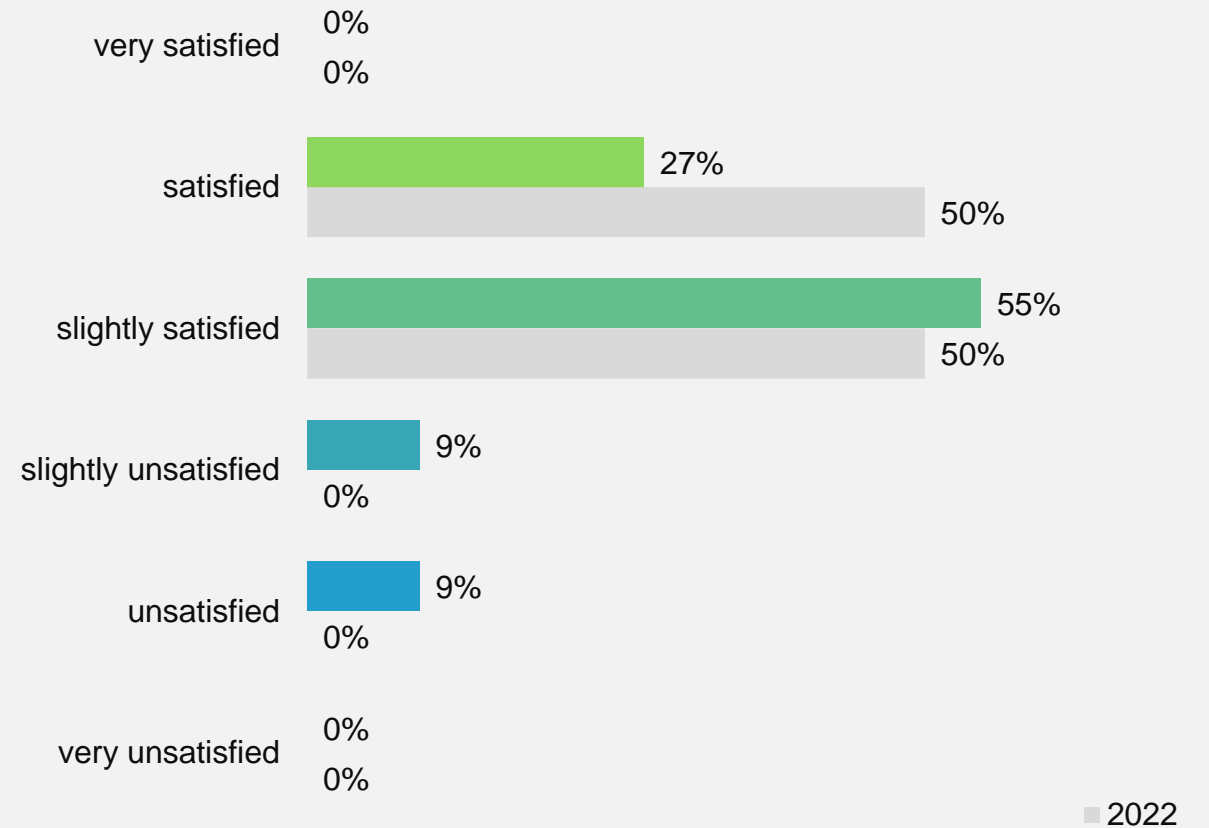
**82%**

**Generally satisfied**

*\*Only in this question answers given were very satisfied, satisfied and slightly satisfied.*

**18%**

**Decrease of satisfaction**

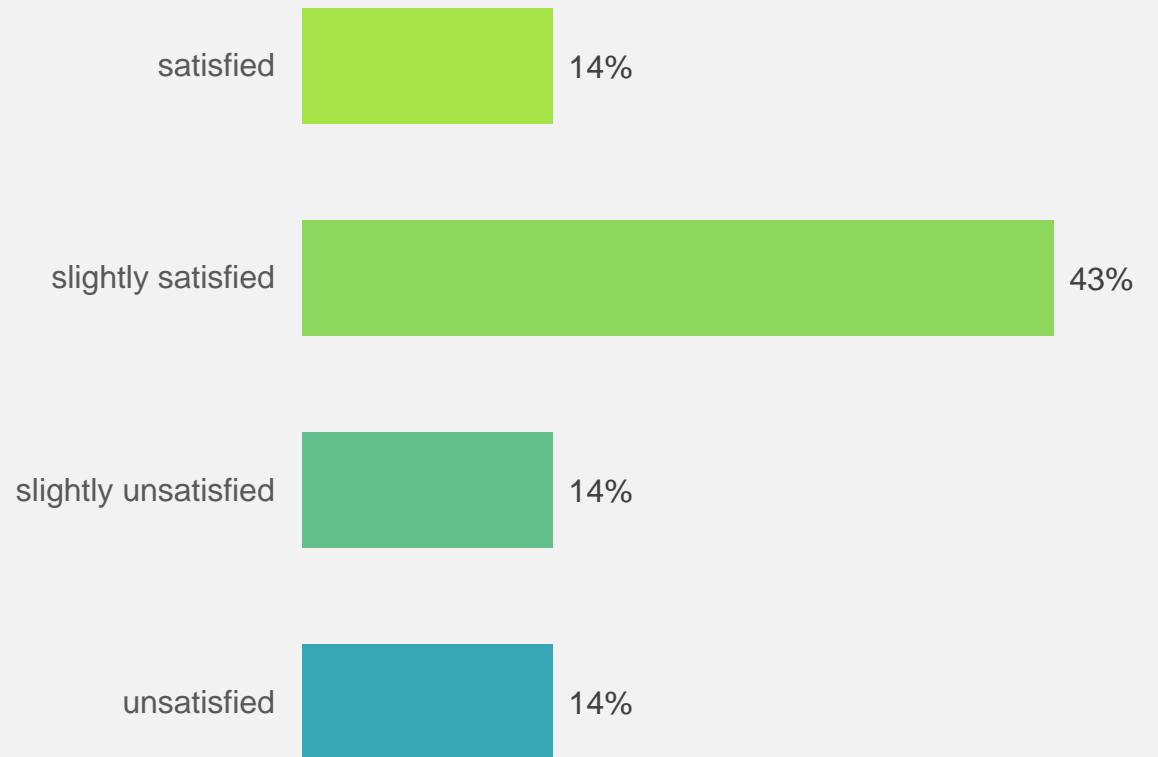


# REASONS:

- There is some improvement on German-Polish border according securities and performance , but capacity especially on Oderbrücke doesn't meet the requirements, to run train through Western border of the RFC runs very well.
- The initiatives undertaken by RFC8 are interesting and reflect the needs of carriers. It is a good platform for exchanging views and raising important issues
- Insufficient capacity, numerous mutually uncoordinated restrictions due to construction works, absence of bypass routes. The RFC corridor cannot solve these problems...
- not a very flexible system to change the technical parameters of the trains
- Introduce train priority in national regulations and mark RFC trains for operational staff IM.
- An open issue where I'm personally a bit disappointed is the connection to the Rail Baltica project. I think it is time now to discuss how this internationally new infrastructure will be governed and organized and under which operational rules. I think because there are strategic decisions to be taken, will it be a proper IM? Will it be divided between the three Baltic countries? I know this is a highly political issue. But there I would like to have the corridor to raise awareness for these issues and formally that three Baltic Infrastructure managers are part of the corridor already today. I think a certain discussion and corporation platform similar to the Brenner corridor platform or the Femern Belt. There's new international infrastructure being built which is not be able to be governed like the traditional infrastructure from the 19<sup>th</sup> century.

# SATISFACTION WITH TEMPORARY CAPACITY RESTRICTIONS (TCR)

- » To what extent are your needs and expectations satisfied with the publication on Temporary Capacity Restrictions (TCR) at the corridor level?
- » Answered by RUs/non-Rus
- » sample size = 7



# REASONS:

- Graphic interface with the opportunities of interactive search would be great.
- Some IMs publish TCRs at a very general level and the information is not updated often enough
- unfortunately, the real restrictions are often significantly different from the long-term plans cannot be relied upon
- Observe terms large TCRs.

# USEFULNESS OF TCR DOCUMENT

» Please, assess the usefulness of the document and the extent to which it replaces or complements equivalent documents provided at national level

» Answered by: RUs/non-Rus

» sample size = 7

The documents provided by IMs at the national level are much more accurate and updated more frequently

Unfortunately, the real restrictions are often significantly different from the long-term plans cannot be relied upon

## COMMENTS

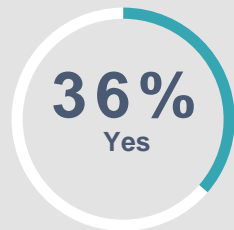


# INVOLVEMENT IN CAPACITY REQUESTS VIA THE C-OSS

## REASONS:

- » Were you involved in a request for corridor capacity via the C-OSS as a leading or participating applicant/RU?
- » Answered by: RUs/non-Rus
- » sample size = 7

### Capacity request via C-OSS



Compared to the past year it has been a 39% decrease.

- Yes but only one PaP

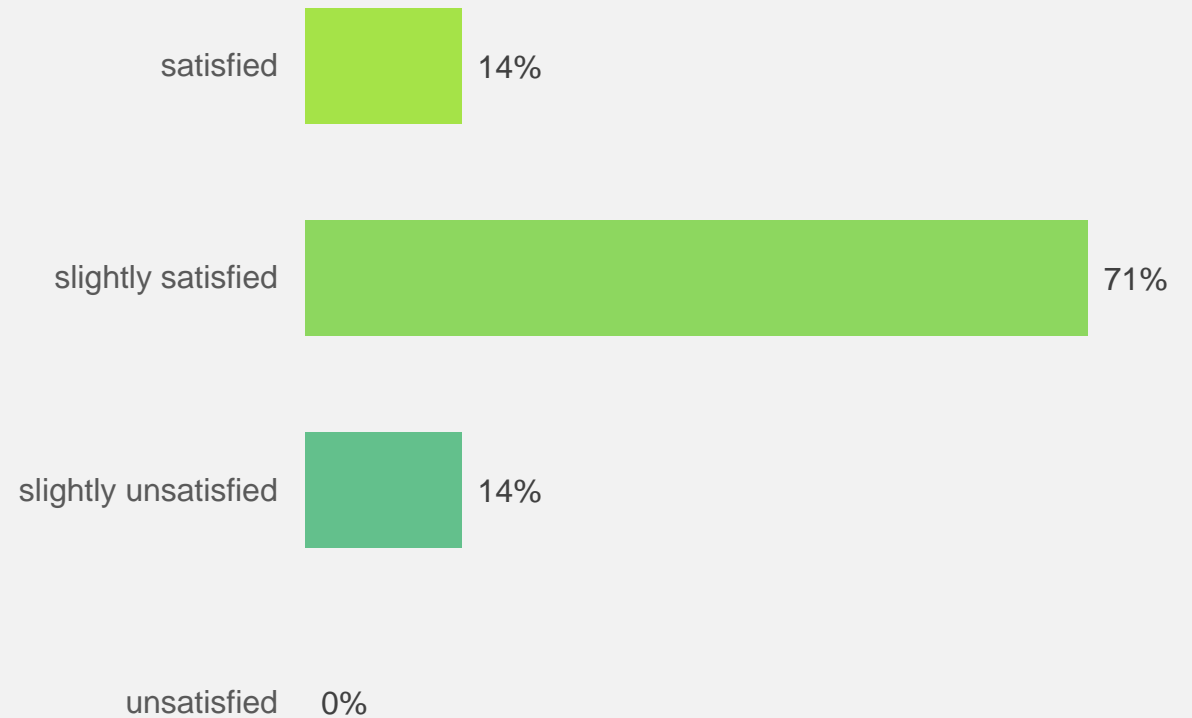
### COMMENTS

Complicated entry in PCS, non-cooperation of partners, necessity of parallel entry in local systems

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# SATISFACTION WITH RFC COMMERCIAL OFFER

- » To what extent are you satisfied with the current RFC(s) commercial offer (PaPs parameters)?
- » Answered by: RUs/non-Rus
- » sample size = 7



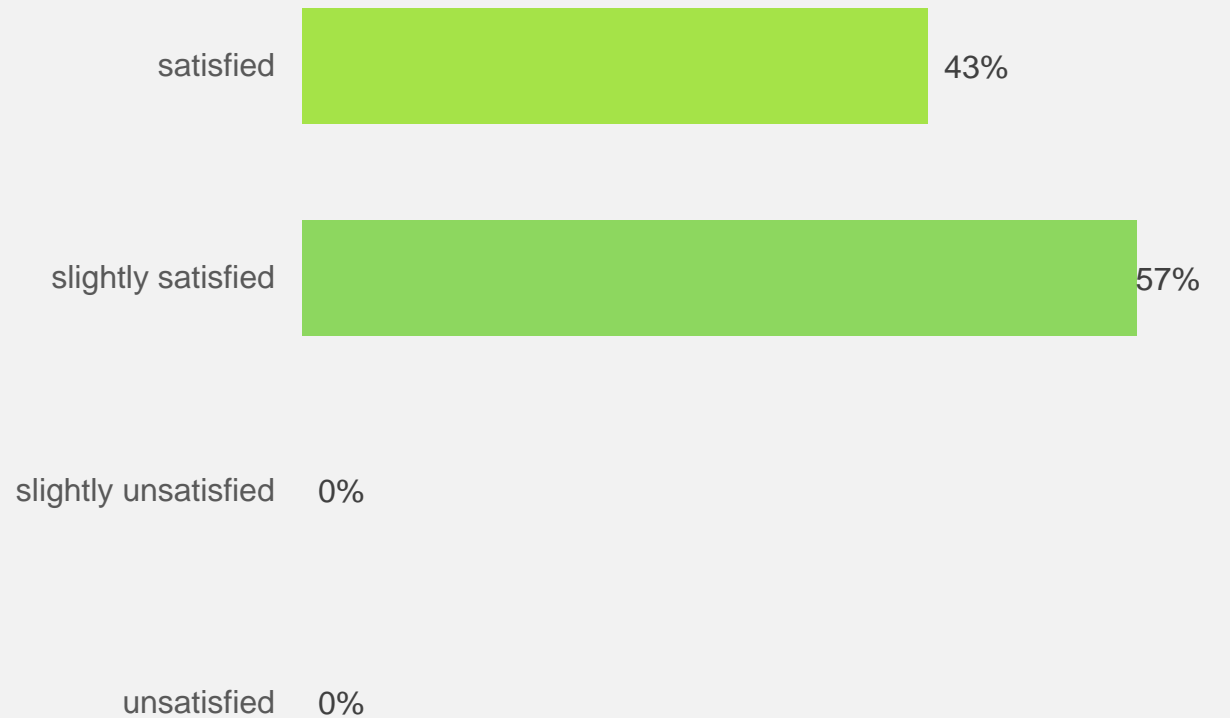
# REASONS:

- The path ordering process is very inflexible
- Generally, RFCs could not control or influence compliance of IMs to the process in being delayed and providing of draft and final offers for stretches of DB Netz. The content of the timetable data could not be evaluated by RFCs. On stretches of some IMs, data entered, and PCS are not valid and deviates to the real timetable and national systems of IMs. The parallelity between PCS bookings and national systems of IMs planning system. Information given by the corridors must be reliable and must be identical to those which are in the national systems of the national infrastructure managers. So, if you translate this into satisfaction with the slightly satisfied.



# SATISFACTION WITH SERVICE BY THE C-OSS

- » To what extent are you satisfied with the service by the C-OSS?
- » Answered by RUs/non-RUs
- » sample size = 7

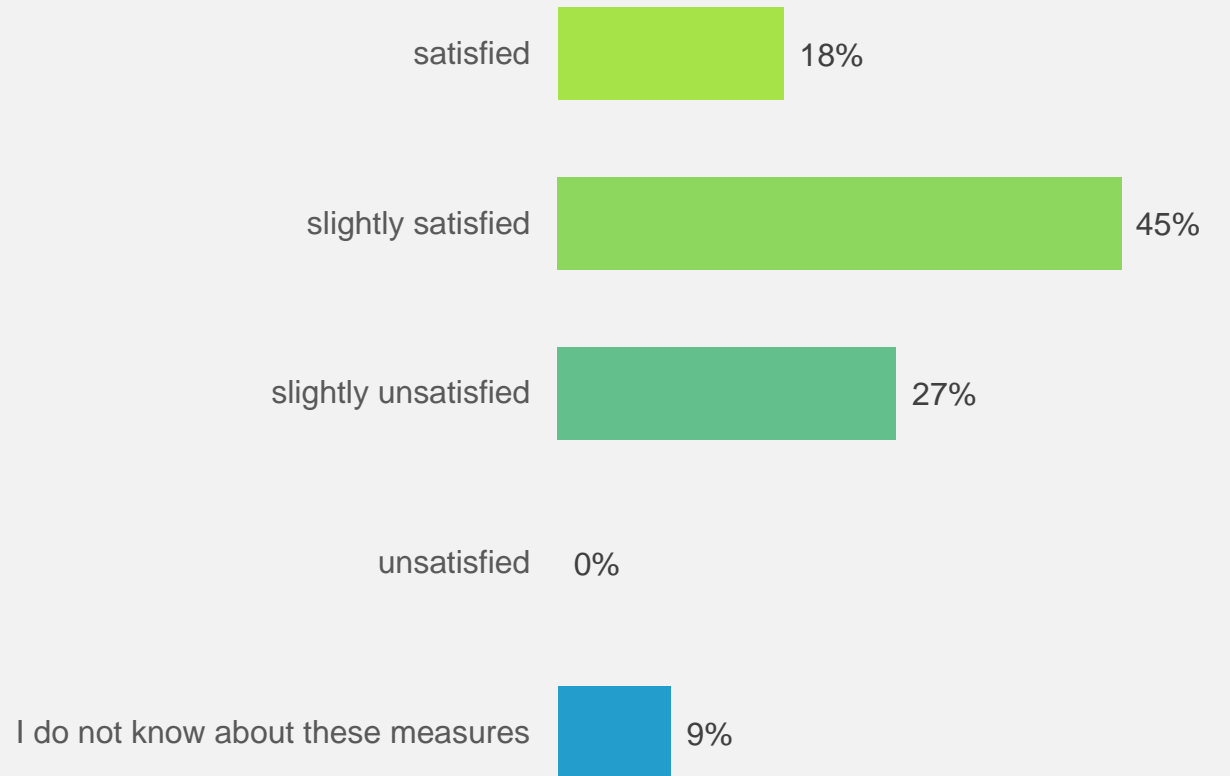


# REASONS:

- They are open to cooperation and new initiatives.
- Despite the slight dissatisfaction in France, we have a definite satisfaction on the services in all corridors.

# SATISFACTION WITH RFC PERFORMANCE MEASURES

- » To what extent are you satisfied with the measures taken by the RFC(s) to improve the performance on the corridor?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 11

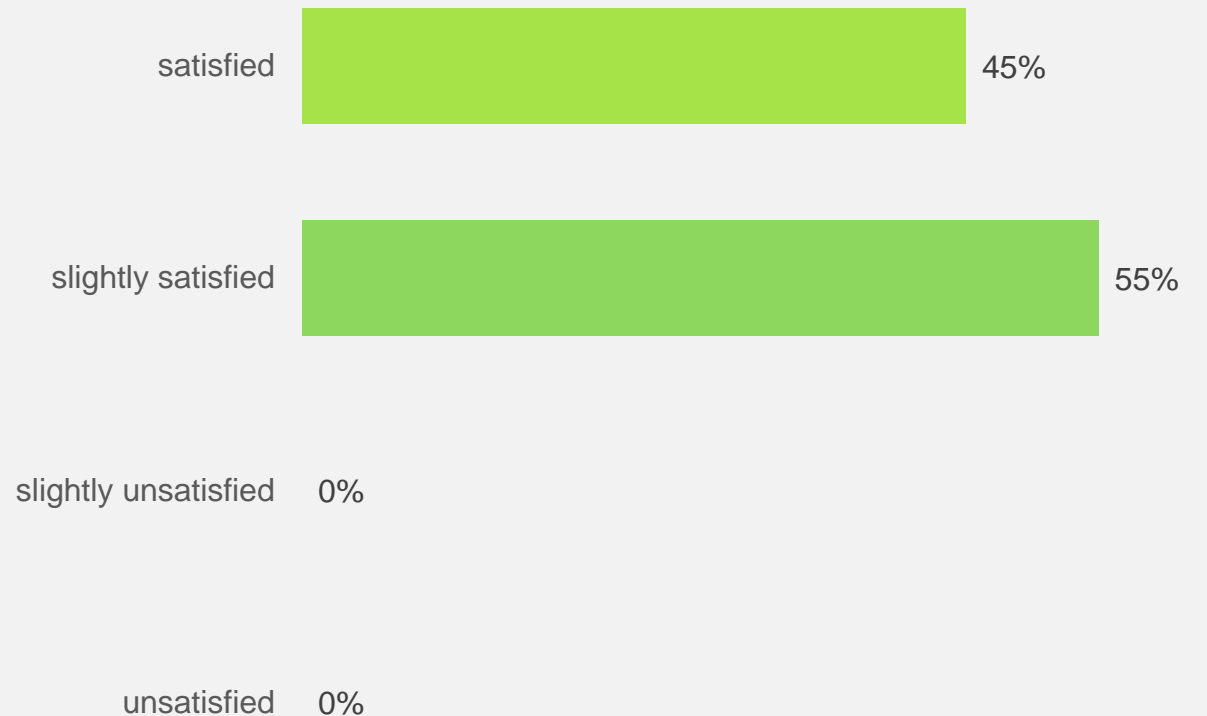


# REASONS:

- Some improvement at Oderbrücke, but still challenging due to transition at stand and some domestic Polish rules, announcement of train to Rzepin signalling staff additional to paperwork sent. All other borders satisfying.
- They do not affect the actual transport quality
- I haven't noticed any real improvements in practical operation
- We appreciate the initiatives of the corridor and the willingness to improve the situation, but sometimes they simply cannot. So, we are not satisfied with the current performance, but when it comes to the measures taken by the RFCs, we are slightly satisfied. Things take too long, but they go into the right direction. The operational regional WGs or QCOs could be a good platform to discuss operational topics more concretely. We recognize the effort that it is put in the TPM WGs but we see also that somehow, either you have too many data to derive concrete measures or simply there is not sufficient energy left to step into the concrete measures. Performance data is known but the reasons behind it are not investigated..

# SATISFACTION WITH INFORMATION PROVIDED BY RFC

- » To what extent are you satisfied with the information provided by the RFC(s) (e.g. RFC website, social media channels (LinkedIn, etc.), annual reports, Corridor Information Document, Customer Information Platform)?
- » Answered by: RUs/non-RUs, Terminals/Ports
- » sample size = 11



# REASONS:

- Unify place and time RAG TAG meetings all corridors.
- Customer Information Platform is a brilliant concept, but the focus is needed in keeping it up to date. In general, it is also valuable that the minutes of the RAG/TAG are published there. As a remark, CIP should be uniform, and all RFCs publish the same documents. For an organization like us, which operates in so many corridors, it is a bit disturbing that each corridor has a different CIP structure. A standard structure would be appreciated. In particular, the specific RFC products. Another idea is to standardize the CIDs into a uniform corridor network statement and having it in a common structure, with a very schematic summary of all document. However, we understand that it is a lot of effort and compared with other topics, this is not really not a driving issue that. So we can put also slightly satisfied for all and satisfied for RFC 7 and 9 because Romanian colleagues are generous.

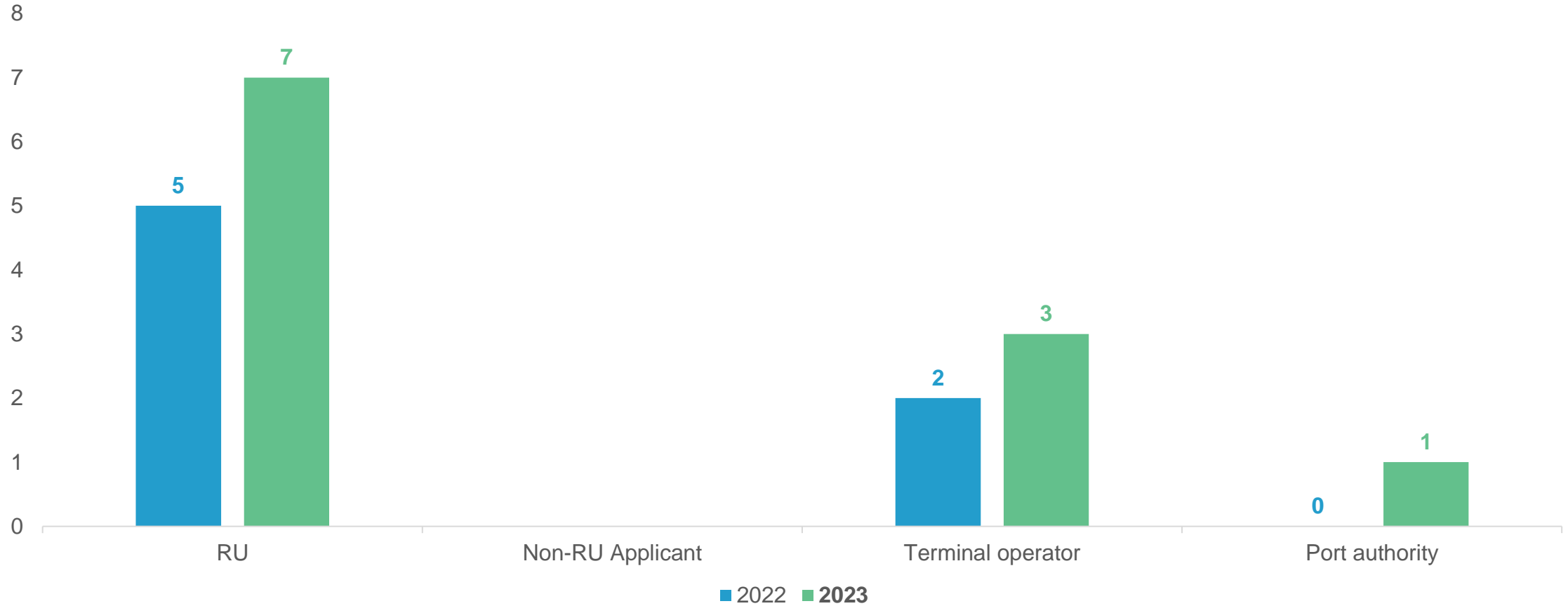
## 03 SAMPLE DESCRIPTION



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# SAMPLE DESCRIPTION

Target group



- » "To which of the following type of target groups does your company belong?,"
- » sample size: 2022: 7 2023: 11
- » One respondent is counted multiple times if their organization uses multiple corridors



## 04 SUMMARY

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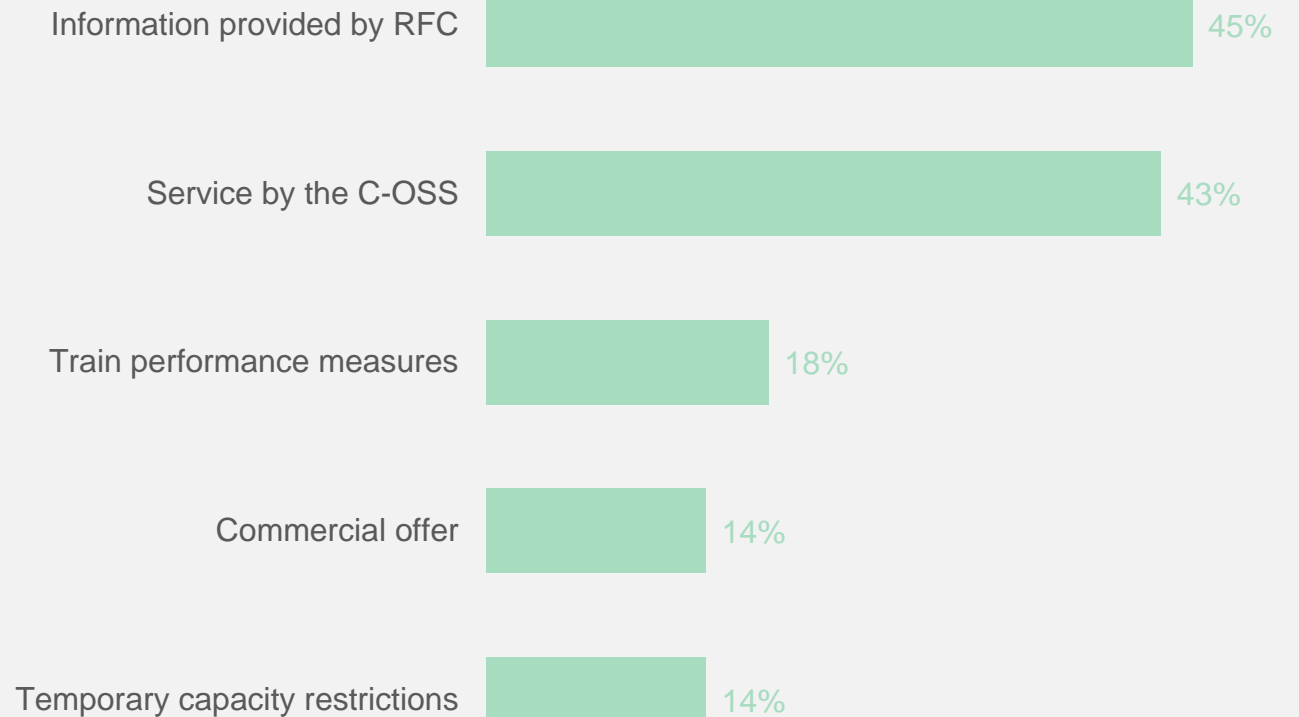
# SUMMARY – SATISFACTION RATING

All respondents

- » Only fully satisfaction rates considered (not slightly satisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

## Most satisfactory topic

Information provided by RFC



# SUMMARY – DISATISFACTION RATING

All respondents

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- » Only fully dissatisfaction rates considered (not slightly unsatisfied)
- » Answered by: RUs/non-RUs, Terminals/Ports
- » Different sample sizes on some topics

**Least satisfactory topic**

Temporary capacity restrictions

Temporary capacity restrictions



14%

# SUMMARY – SATISFACTION RATING

All respondents

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The respondents are the most satisfied with the:

- Information provided by RFC
- Service by the C-OSS

The respondents are the least satisfied with the:

- Temporary capacity restrictions

The RFC North Sea Baltic thanks all participants of the survey for their efforts.